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MCI WORLDCOM

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January 31, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Hatfield:

Pursuant to §63.100 of the Commission's Rules, MCI WorldCom is submitting a Final Service Disruption Report covering the disruption of service MCI WorldCom experienced on January 03, 2000 in Chicago, IL.

If you have any qeustions regarding this outage, please do not hesitage to call me directly.

Respectfully,

Bradley C. Stillman

Attachment

cc: Robert Kimball
Kent Nilsson

**FINAL SERVICE DISRUPTION REPORT**
**1/03/00**

**DATE OUTAGE BEGAN**.....: 01/03/2000

**TIME OUTAGE BEGAN** .....: 03:53pm EDT

**DATE OUTAGE RESOLVED**.....: 01/03/2000

**TIME OUTAGE RESOLVED**.....: 03:55pm EDT

**DURATION**.....: 00:02

**GEOGRAPHICAL AREA OF OUTAGE.**: Chicago O'Hare International Airport

**LOCATION**.....: Chicago, IL

**NUMBER OF CUSTOMERS OR CIRCUITS AFFECTED**: 78

**ESTIMATED # OF BLOCKED CALLS**: Not Applicable

**TYPE OF SERVICE AFFECTED**....: Federal Aviation Administration

**APPARENT OR KNOWN CAUSE OF THE INCIDENT:**

The cause has been isolated to a surge protection module failure in the Redundant Control Unit(RCU) on the Uninterrupted Power Source(UPS), causing a momentary loss of power. The equipment is manufactured by Alpha Technology Manufacturing Company.

**METHODS USED TO RESTORE SERVICE:**

1. Equipment automatically recovered with the UPS by-passed.

2. Due to the UPS being off line, the FAA provided generator power to prevent any interruptions had they experienced a loss of commercial power.

**STEPS TAKEN TO PREVENT RECURRENCE:**

1. New design being implemented to provide two separate backup power sources.

**APPLICABLE BEST PRACTICE(S):**

Network Reliability Council, A Report to the Nation Section C, Software and Switching System Reliability

Reference 5.3.3.4 Service interruptions where there is evidence that the problem was triggered by a single hardware failure should be reported immediately to the supplier of the equipment and documented by way of an outage report.

Reference 5.3.5.4 Hardware and software fault recovery design processes should converge to identify why the recovery software does not function properly in all cases of hardware failure.

**ANALYSIS OF EFFECTIVENESS OF BEST PRACTICES:**
MCI WorldCom has reviewed the Best Practices recommendations outlined in sections 5.3 and supports these recommendations. MCI WorldCom agrees and utilizes these best practice recommendations as outlined. The MCI WorldCom standard hardware outage analysis practices address immediate supplier notification and review of the fault recovery hardware and software performance. All system recovery actions were followed by MCI WorldCom in this situation.

**POINT OF CONTACT:**

MCI WorldCom NMCCC
919-377-5587

MCI WorldCom

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Subject: INITIAL SERVICE DISRUPTION REPORT

Date Outage Began ..... 01/03/2000
Time Outage Began (EST)..... 15:53

Date Outage Resolved:..... 01/03/2000
Time Outage Resolved (EST): 15:55

Geographical Area of Outage:
Chicage O'Hare Airport

Location: Chicago, IL

Number of Circuits Affected: 78

Estimated # of Blocked Calls: N/A

Type of Service Affected:
Federal Aviation Administration

Apparent or Known Cause of Outage:
Failed UPS

Method Used to Restore Service:
Equipment automatically switched to bypass to recover. In addition, at the FAA's request, equipment power was switched to FAA generator backup power.

Steps Taken to Prevent Recurrence: Under Investigation